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Ministry of Skills Development
Ontario

Hon. Alvin Curling, Minister

3522

Inventory of Training Modules for Warehousing Occupations

(within the Ontario Government)

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INVENTORY OF TRAINING MODULES

FOR

WAREHOUSING OCCUPATIONS

Ministry of Skills Development

Alvin Curling, Minister

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PREFACE

The Inventory of Training Modules for Warehousing Occupations within the Ontario Government includes all of the associated competencies as defined by the occupational analysis (DACUM/Competency Chart).

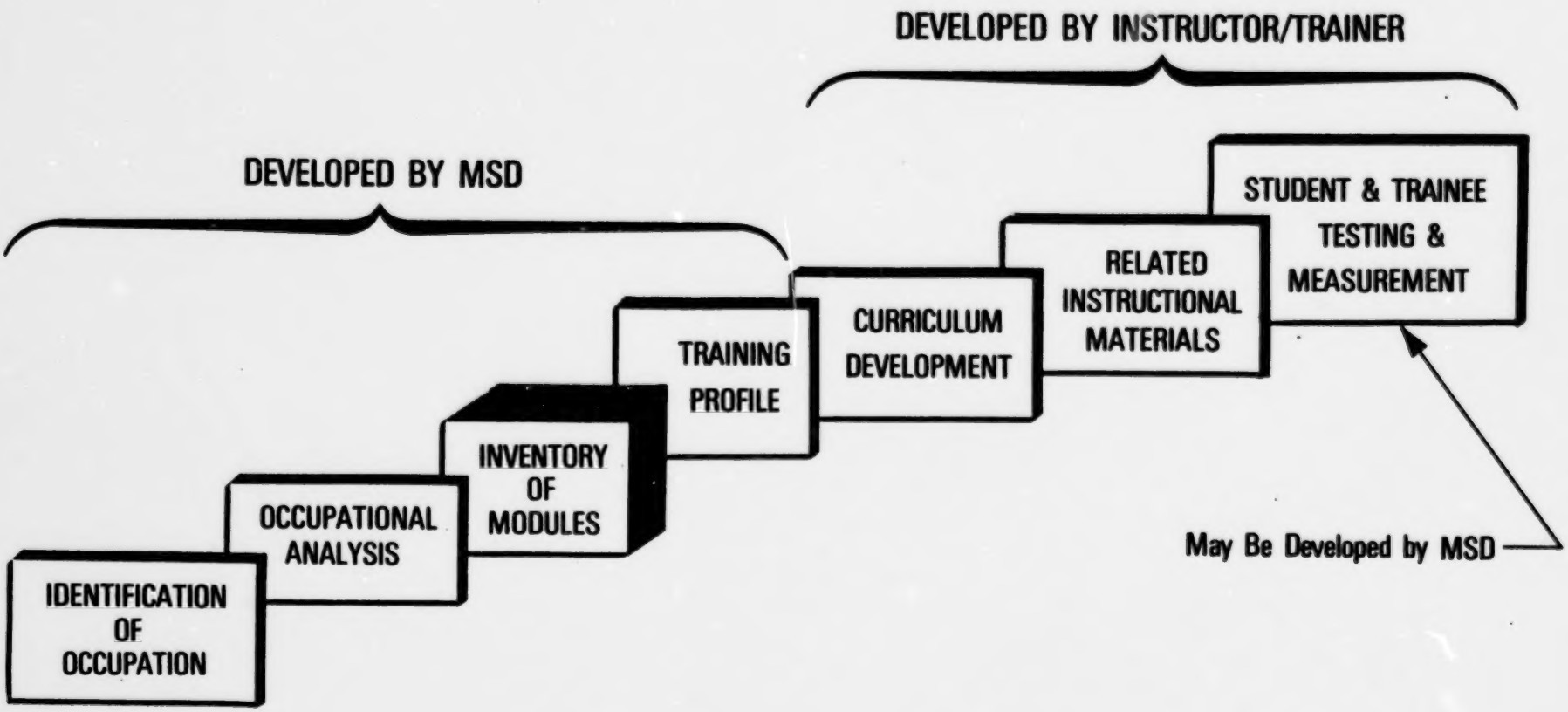
This inventory is for use by program developers and trainers as a resource document in the development of training courses and programs. It provides for the minimum provincial performance standards for training to the competencies identified by qualified personnel from Ontario ministries. It provides an information base from which training modules relevant to these occupations can be accessed and training courses or programs developed.

This Inventory of Training Modules is based on the identification of tasks through an occupational analysis from which training modules are developed. Such modules contain Tasks, Terminal Performance Objectives (TPOs), and Enabling Objectives (EOs). Criteria and conditions established within each TPO define the minimum acceptable performance standards for training.

General educational courses appropriate to training needs are not included in this inventory, but are expected to be incorporated in the training programs by the program developer and trainer.

This Inventory of Training Modules, as a component of the program development process, is illustrated on page 7.

THE INVENTORY OF MODULES IN THE PROGRAM DEVELOPMENT PROCESS



ACKNOWLEDGEMENTS

The Ministry of Skills Development acknowledges, with gratitude, the assistance of representatives from the Ontario government ministries in identifying and validating the competencies required for occupations in Warehousing Occupations. These representatives were selected on the basis of diversity of expertise to form committees to develop and validate DACUM/Competency Charts which would become the basis for this inventory of modules. The following were members of the DACUM committee:

Mr. Jack Drury	Ministry of Education
Mr. John MacEachern	Ministry of Transportation and Communications
Mr. Elton Martin	Ministry of Correctional Services
Mr. Harold McKissock	Ministry of Government Services
Mr. Rob Mitchell	Ministry of Community and Social Services
Mr. Larry Otis	Ministry of the Solicitor General
Mr. Peter Renz	Ministry of Housing
Mr. Doug Sibley	Ministry of Natural Resources
Facilitators	
Mr. Rick Embree	Humber College of Applied Arts and Technology
Mr. John Hart	Humber College of Applied Arts and Technology

The Ministry of Skills Development gratefully acknowledges the assistance of representatives from the various Ontario government ministries in the writing and validating of modules for Warehousing Occupations. These representatives were selected on the basis of diversity of expertise to form a module writing committee. The following were members of the module writing committee:

Mr. Stan Baker	Ministry of Transportation and Communications
Mr. Stephen Caracciolo	Ministry of Community and Social Services
Mr. Danny Cuvelier	Ministry of Community and Social Services
Mr. Allen Hayworth	Ministry of Government Services
Mr. Hugh Krebs	Centennial College of Applied Arts and Technology
Ms. Joy Macdonald	Human Resources Secretariat
Mr. Elton S. Martin	Ministry of Correctional Services
Mr. C. A. Moyer	Ministry of Transportation and Communications
Mr. Steve Nodilo	Ministry of Education
Mr. Peter Renz	Ministry of Housing
Mr. Doug Sibley	Ministry of Natural Resources
Mr. Clair Whetham	Ministry of the Solicitor General
Ms. Sheila Young	Ministry of Correctional Services

Mr. Edward Davis, Program Coordinator, Ministry of Skills Development, represented the Ministry as project coordinator, with the assistance of Mr. John Lissack and Mr. Shon Sorensen of the Ministry of Skills Development.

INTRODUCTION

This inventory of training modules contains:

(a) Training modules which consist of:

(i) Tasks as identified by the occupational analysis;

(ii) Terminal Performance Objectives (TPOs) which identify the required behaviour, the conditions, and the minimum acceptance performance standards;

(iii) Enabling Objectives (EOs) which identify the knowledge and skills required to successfully achieve the TPO;

(b) DACUM/Competency Chart.

This volume of train g modules provides the minimum performance standards for training to the competencies identified for Warehousing Occupations by qualified representatives of the ministries of the Government of Ontario. Such standards are stated in performance objective terms.

LISTING OF MODULES

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Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

RECEIVE SUPPLIES

No.

U2270

Module Objective

VERIFY VALIDITY OF CONSIGNMENTS/ORDERS.
UNLOAD SUPPLIES AND VERIFY THAT QUANTITIES
MATCH BILLS OF LADING WHILE INSPECTING
PACKAGING FOR DAMAGE, RELEASE, RETURN OF
GOODS, OR PLACEMENT OF VERIFIED GOODS IN STOCK.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2270.01	assemble/update file of purchase documents/ requisitions	Check purchase documents/requisitions on hand Sort according to: . type of purchase order . purchase order number . date expected . nature of goods	Assemble/update file of purchase documents/requisitions of expected deliveries/pick-ups.
2270.02	verify destination/end user /ownership	Inspect delivery document to identify: . purchase order number . requisition number . letter of intent . correct specification of delivery point	Verify destination/end user/ ownership by comparing delivery document to purchase order, requisition or letter of intent.
2270.03	unload goods/supplies	Inspect shipment to identify the safest method of unloading by determining: . size of load . type of material . optimum approach . storage location Inspect the shipment to identify resource needs, such as: . equipment/tools/aids . manpower . security and integrity	Determine the resource requirements to unload goods/supplies. Ensure equipment used in offloading is properly secured, if necessary, and that offloading is done in accordance with the Occupational Health and Safety Act.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2270.04	verify that quantity agrees with bill of lading	Perform physical counts and validate measurements to determine the accuracy of: . quantities delivered . weights . lengths of material . volume delivered	Verify that quantity agrees with bill of lading by checking physical count/measurement.
2270.05	inspect packages for damage	Disassemble and separate shipments to allow complete visual inspection of all packages Identify possible damaged containers and obtain written verification of damage from the carrier Consult with supervisor for direction Complete appropriate documentation	Inspect packages for damage by conducting a visual examination of all pieces received from carrier.
2270.06	verify that goods meet terms of acquisition	Unpack goods received Verify that quantities received are correct and in accordance with purchase order Physically inspect goods to ensure there is no damage, such as: . breakage . water damage Prepare necessary documents to activate testing and inspection when appropriate Transport goods to testing and inspection area	Verify that received goods agree with: . purchase order; . packing slip; . terms and conditions, such as: - packaging, - identification. Inspect goods to ensure that they are received in good condition.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2270.07	notify supervisor of discrepancies or damage	Identify discrepancies/damages and report to supervisor by: . preparing discrepancy/damage report . accounting for and properly documenting all discrepancies, such as - shortages - overages . accounting for and properly documenting damages to goods, such as - breakage - water damage . presenting documentation and discussing with supervisor for direction . placing goods in designated area pending decision Prepare documentation for supplier's signature	Notify supervisor of damages or discrepancies by presenting supporting documentation and/or samples. Reject consignment and initiate corrective/disposal action by: . documenting order discrepancies or damages to goods; . awaiting direction as to disposal of goods.
2270.08	return unacceptable goods	Retrieve goods from designated area Enclose copy of prepared documentation, such as shipping advice, with goods being returned Retain documentation in support of rejection Request carrier to pick up goods for return to supplier Advise supplier of anticipated date of return	Return unacceptable goods to supplier by: . informing supplier of decision, and reasons; . preparing documentation; . arranging necessary transportation; . retaining supporting documentation.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2270.09	prepare documentation for accepted goods	Log in accepted goods by recording: . purchase order number . vendor or carrier . stock number . item . date . quantity/unit . packing slip number . weight	Prepare documentation/receiving report for accepted goods by recording pertinent information.
2270.10	identify stock/non-stock items	Determine destination of goods by identifying: . warehouse operating supplies . stock items - those which are to be included in the general inventory system . non-stock items - those which are not to be included in the general inventory system but require some warehouse involvement, such as: - trans-shipment - distribution/mass mailing	Identify stock/non-stock items and determine destination by comparing shipping document to purchase order, requisition and/or letter of intent.
2270.11	obtain release for non-stock items	Prepare a release/acceptance report and forward to distributing source together with sample material for review and final acceptance Ensure that upon receipt of formal acceptance, items are released to end user or to area designated by distributor	Obtain acceptance/receipt for non-stock item from distributing source.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2270.12	obtain release for stock items	Prepare release/acceptance document when necessary and forward with material and/or sample to appropriate area/laboratory/ test shop for required review and subsequent formal acceptance/rejection	Obtain release for stock items from end user responsible for establishing specification.
2270.13	forward goods to be placed in stock	Physically move goods from receiving area to designated storage area using appropriate equipment, such as: . fork-lift truck . mechanical lifting devices . cart . pallet truck . hand truck	Forward goods to designated area for placement, using the correct equipment.
2270.14	notify stock control of receipt/acceptance of goods	Update the inventory control records to reflect new quantities by: . forwarding signed packing slip and/or receiving report to control office . keying in or coding information from packing slip or receiving report to information system . updating stock record cards	Notify stock control of receipt/ acceptance of goods using appropriate documents or procedures.

Ministry of Skills Development
Ontario

Gregory Sorbara, Minister

Training Module

Module Title

RECORD INVENTORY RECEIPTS/WITHDRAWALS

No.

U2271

Module Objective

ENTER GOODS RECEIVED OR ANNOTATE RETURNS.
SCREEN REQUISITIONS FOR ACCURACY OF RECORDED DATA.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2271.01	establish a stock control card/ computer file	Identify specific information which is to be transcribed to card or entered into computer, such as: . stock number . description . packing size . unit of issue . maximum stock . minimum stock . maximum issue . location code . supplier code . cost per unit . reorder point	Establish a stock control card or computer file and record/input product profile by: . writing/typing all available pertinent product information on stock card; . entering product information into computer via keyboard.
2271.02	add goods received to inventory cards/computer file	Transcribe to stock card or enter into computer such information as: . date received . purchase order number . product code . quantity received . back order, if applicable . costing . stock location	Update inventory when goods received by: . obtaining documents from receiving department, such as: - purchase order/receiving report, - packing slip; . retrieving appropriate stock card or accessing computer file; . entering and updating information on card/computer.
2271.03	collect lists of goods on back order	Calculate the quantity and distribution of back orders by: . collecting all pertinent back orders from a file . separating back orders by - date - region - cost centre - code	Collect the lists of goods on back order by summarizing the quantity of each on back order.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2271.03	(continued)	. adding individual back orders to determine total amount . subtracting back order amount from total receipts . determining priority order in filling back orders when not all back order requirements can be met	
2271.04	note items to be returned for credit	Retrieve product card or access correct computer file and enter: . date . product code . customer ID number (applicable to stock return) . supplier (applicable to return to supplier) . quantity . appropriate inventory adjustment . appropriate inventory adjustment authority Issue credit note (applicable to stock return)	Note items to be returned for credit by: . identifying whether material is returning to stock or to supplier; . ensuring that proper authorization and relevant data, such as: - product code, - customer ID number, - quantity, are noted on documents; . obtaining authorized entry/access to card/file; . entering relevant information on card/file.
2271.05	check requisitions for required information	Check requisitions for: . customer ID number . stock number . quantity . maximum draw . restrictions . location . special items . proper authorization	Ensure that all requisitions are correct by: . consulting: - customer code book, - inventory master list, - stock location records, - signing authority record, to obtain required information; . selecting respective stock card/ computer screen to verify restrictions;

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2271.06	enter withdrawals from stock and submit re-order notice if applicable	Enter the following information on stock card/computer file: . date of withdrawal . requisition number . product code . quantity shipped . consignee Calculate quantity on hand (manual system) Backorder, if applicable Process re-order notice (manual system)	Update inventory upon withdrawal from stock and generate an invoice for charge-back purposes by: . accessing correct computer file or stock card; . entering appropriate data. Establish and maintain minimum stock level. Advise of necessity to re-order stock when minimum level reached.
2271.07	insert re-order card	Insert card at established re-order point Notify supervisor when re-order point has been reached	Initiate re-order.
2271.08	identify obsolete stock	Identify obsolete stock by: . examining expiry dates - note and record all items and quantities past expiry date . receiving advice of obsolescence from authorized personnel - note and record items and quantities of items on advice . determining stock unsuitable for distribution by examining for: - contamination - environmental damage, such as water, fire, light, heat, moisture - program change/cancellation - style change (clothing) (continued)	Identify obsolete stock by: . examining expiry date; . receiving advice of obsolescence from competent authority; . determining stock unsuitable for distribution due to: - contamination, - environmental damage, - program change/cancellation, - safety/security factors. Obtain approval to dispose of obsolete stock by requesting write-off/adjustment from authorized personnel in writing.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2271.08	(continued)	- safety/security factors such as flammable items, deteriorated chemicals, etc. Obtain approval to dispose of obsolete stock by compiling list and pertinent data on obsolete items and forwarding to authorized personnel for required write-off/adjustment	
2271.09	adjust stock level by recording approved write-off	Adjust stock card/computer file by recording stock write-offs according to: . stock item number . description . quantity to be written off . date Assemble all goods/materials to be written off	Perform stock level adjustments by: . applying the received approval for a specific write-off; . documenting transactions.
2271.10	archive information on deleted/obsolete stock items	Archive information on deleted/obsolete stock by: . removing the respective cards . marking cards and dating as obsolete . filing cards internally or submitting to records centre . accessing correct computer file . deleting complete product file . obtaining transaction printout for filing	Purge all items that have been deleted or become obsolete from system by: . removing the respective stock cards; . deleting stock item from computer system.
2271.11	update master inventory list/ file	Update and maintain data base on a perpetual basis Conduct random physical spot checks and compare against quantities on master file	Keep master inventory file: . up to date on a perpetual basis; . accurate.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2271.12	inform supervisor of inventory discrepancy	Inform supervisor of discrepancy by providing the following information: . stock item number . description . actual quantity on hand . recorded stock level . reason for discrepancy (if known)	Advise supervisor of difference/ discrepancy in stock count.
2271.13	prepare inventory reports	Produce inventory reports by: . drawing up master list . transcribing to master list from stock control cards the following information: - stock level - dollar value of stock on hand - usage pattern	Prepare inventory reports by: . transcribing: - stock levels, - usage patterns, - dollar value, from individual stock item cards to a master list; . selecting the correct menu on the computer and activating an inventory printout.
2271.14	distribute completed inventory reports	Effect distribution of inventory reports by forwarding copies to clients/authorities on distribution list	Distribute completed inventory reports in accordance with prescribed distribution list.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

REPACK, SECURE, AND STORE STOCK

No.

U2272

Module Objective

IDENTIFY, ROTATE, SEQUENCE, DATE, RE-SKID AND SECURE STOCK

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2272.01	repack stock	Determine need for repacking by: . referring to storage criteria . verifying that packing and shipping specifications have been met Avoid repacking by: . providing purchasing with packing and shipping specifications . making supervisor aware of need to standardize or update packing and shipping specifications Cost repacking by: . keeping record of time spent on any repacking activity . providing evidence (e.g., polaroid picture) of improper shipping . providing supervisor with costs incurred	Repack stock for storage to suit warehouse purposes. Avoid repacking whenever possible by: . establishing packing and delivery specifications; . providing purchasing with specifications; . providing supplier with specifications and consequences of not meeting specifications.
2272.02	label and date stock prior to storing	Label goods received clearly, identifying: . content . grade . specifications . amount . date received . expiry date . stock number . supplier . location code as applicable by using . rubber stamp listing the above identifying factors, i.e., fill in the blanks . labelling machine, as applicable . felt marker, as applicable. (continued)	Label goods received clearly identifying: . content, . grade, . specifications, . amount, . date received, . expiry date, . stock number, . supplier, . location code, as applicable. Ensure labelling is clearly visible and legible.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2272.02	(continued)	Ensure labelling is clearly visible and legible by: . using printing only if felt marker used . printing the information on all packages received . printing information in a prominent position	
2272.03	identify type of storage and stock location	Determine appropriate storage location by: . referring to established criteria with respect to - weight factors - deterioration factors - perishability - security - shelving capacity - accessibility - safety requirements - hazards involved - bulk - volume - drainage - ventilation . referring to supervisor where no storage criteria have been established Determine special requirements for storing/withdrawing by: . adhering to - safety regulations of Ontario Health and Safety Act Ontario Public Service Employees' Union Workers' Compensation Board - manufacturers' specifications Notify supervisor when established packaging/storage requirements not met	Identify type of storage and stock location for specific types of stock by: . determining special conditions for storage according to: - weight factors, - deterioration factors, - perishability, - security, - accessibility, - safety requirements, - hazards, - bulk, - volume; . determining special requirements for storage/withdrawal according to: - size, - weight, - accessibility, - bulk, - special packaging.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2272.04	store new stock and rotate existing stock as applicable	Determine rule for rotation by: . identifying if FIFO (first in first out) applies as per established criteria . identifying applicable rule for rotation if FIFO does not apply Determine method of rotation, if applicable, by: . bringing existing stock forward for first issuance . stacking new stock from the back . ensuring visibility of dates and labels Determine obsolescence of stock by: . referring to established retention schedules, expiry dates, etc. Determine if space allocation is sufficient by: . totalling cubic requirements for existing and new stock . comparing against available space . where sufficient space is not available, determining alternate storage location as advised by supervisor Store new stock in appropriate location and adhere to appropriate criteria by: . determining method of stock handling, such as: - material handling machinery/equipment - hand . storing stock in a neat and orderly pattern to facilitate: - locating - picking - checking - identifying expiry date as required	Reposition/rotate existing stock by determining: . rule for stock rotation; . method of rotation; . obsolescence of stock; . if space allocation is sufficient. Store new stock by: . storing in appropriate location and adhering to appropriate criteria; . determining method of placement; . placing as per established pattern. Store stock in the appropriate storage area in category and stock number sequence.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2272.05	load/stack stacking cages and pallets (in-house pallets and cages)	Return empty pallets/cages to designated storage area promptly Stack empty cages and pallets according to established safety criteria Ensure repair of damaged cages/pallets before storing	Assure readily available supply of packing materials, e.g., stacking cages and pallets. Assure tidy, safe and well-organized work place. Assure storage safe: . for personnel, . for product.
2272.06	secure stock in place	Secure stock according to established safety criteria: . for personnel . for product	Secure stock in place by considering: . safety of personnel, . safety of product, . accessibility.
2272.07	advise inventory control of stock locations	Advise inventory control of changes to location using prescribed method	Advise inventory control of stock location by providing up-to-date information on: . locational changes, . additional locations, . existing locations.
2272.08	indicate stock in alternative location	Calculate additional space requirements for new and/or existing stock by: . calculating cubic area required for additional volume . consulting with supervisor on appropriate alternative storage . updating inventory records to indicate new/alternative location . advising stock control of alternative location	Allocate storage overload to alternative location. Change stock location completely.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

PROCESS REQUISITIONS AND ASSEMBLE ORDER

No.

U2273

Module Objective

INTERPRET AND VERIFY THE RELEVANCY OF REQUISITIONS,. ASSIGNING PRIORITIES AND EXERCISING CARE TO LOG THE DETAILS OF REQUISITIONS AND CHECK FOR AUTHORIZING SIGNATURE.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2273.01	check authorizing signature on requisition	Raise the authorization list Verify authorizing signature Update authorization list continually	Check authorizing signature on requisition by verifying proper authorizing signature according to predetermined authorization list.
2273.02	verify completeness of requisition	Check requisition to ensure all necessary details are entered, such as: . date . quantity . unit . description . catalogue number/stock number . requisitioner's name and address . shipping address and contact person . cost centre Note special instructions	Verify completeness of requisition by checking for: . date; . quantity; . unit; . description; . catalogue number or stock number (where applicable); . name and address (where applicable); . shipping address; . contact person; . special instructions (if any); . cost centre number (where applicable).
2273.03	log in requisitions (number, items)	Maintain log of incoming requisitions by listing: . requisition number . requisitioning department . date . cost centre code Date stamp requisitions as received	Log in requisitions listing pertinent information as applicable, such as: . requisition number, . department, . cost centre, . date. Date stamp incoming requisitions as required.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2273.04	assign priority to requisitions	Identify special instructions and date received	Assign priority to requisitions by checking for: . shipping/special instructions; . date received.
2273.05	edit requisition for obsolete, unique, and non-stock items	Identify items which are unique, obsolete or non-stock Note necessary remarks on all copies of requisition with regard to status of items, e.g.: . unique . obsolete . non-stock	Edit requisition for: . obsolete items, . unique items, . non-stock items. Note those items that are obsolete or non-stock.
2273.06	withdraw items from stock	Identify: . catalogue number/description . quantity requested . location Pick stock from shelf	Withdraw items from stock by: . reviewing requisition for: - stock number and description, - quantity required; . taking stock from shelf.
2273.07	record changes to inventory, e.g., on bin card, bulk storage	Detail stock card by noting: . date of withdrawal . quantity issued . transfer code (requisitioning area code) if applicable . balance in stock	Record changes to inventory on stock card or screen by listing: . date; . quantity issued; . transfer code (if applicable); . balance.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2273.08	advise inventory control of discrepancies (shortage/ overage, location)	Follow appropriate procedures to reconcile discrepancies such as: . shortages . overages . unassigned location	Advise inventory control of discrepancies (shortage, overage, location) by: . attempting reconciliation; . following prescribed ministry/ branch procedures.
2273.09	indicate amount shipped and amount back-ordered	Indicate in appropriate columns of requisition amount shipped, quantity back-ordered and stock available Initiate generation of back order	Indicate amount shipped, stock available and amount back-ordered by recording in appropriate columns on requisitions.
2273.10	notify requisitioner of status of request	Follow prescribed procedures including: . generating computer printout indicating amount on back order . checking verbally to ascertain whether order to be considered complete . suggesting substitution when item no longer available	Notify requisitioner of status of request if order cannot be filled completely or within established time frame.
2273.11	inspect items for quantity and quality	Determine items are correct as ordered and meet quantity and quality criteria	Inspect items for quantity and quality by determining: . correct items have been picked; . correct amount has been picked; . quality of items is satisfactory: Check for: . leakage, . damage, . outdated items.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2273.12	rectify errors occurring between quantity withdrawn and requisition	Request picker to rectify errors discovered Follow up to ensure error has been rectified	Rectify errors occurring between quantity withdrawn and requisition by notifying picker to rectify error or discrepancies (if applicable) or rectifying error on own.
2273.13	sign and date requisition indicating correctness of assembled order	Indicate correctness of assembled order by: . signature/initials . date	Indicate correctness of assembled order on requisition by: . initialling/signing in correct column; . dating, as appropriate.

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Gregory Sorbara, Minister

Training Module

Module Title

PACK ORDERS

No.

U2274

Module Objective

DETERMINE METHOD FOR PACKING (SHRINK-WRAP IF NECESSARY). FORWARD PACKED ITEMS TO SHIPPING WITH DOCUMENTATION AND INFORM INVENTORY CONTROL.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2274.01	assemble items for packaging	Ensure entire order is assembled by reviewing requisition Check that each item meets the specifications as noted on the requisition . quantity . description	Assemble items for packaging by ensuring entire order is assembled and meets each of the specifications on the purchase order/requisition.
2274.02	make up cartons or determine alternate packing method	Select appropriate cartons considering: . size/capacity required . strength required . carrier restrictions . method of closing/reinforcement (sides, bottom, top) Identify factors such as: . size . weight . type (i.e., fragile, refrigeration) . density . destination . carrier/client restrictions . government regulations Determine most appropriate packing method, such as: . cartons . envelopes/mail-lite envelopes . shrink-wrap . wooden crates Assemble those orders requiring string, strapping and/or tape	Make up cartons by determining: . size/capacity of carton required; . strength of carton required; . carrier restrictions; . method of closing/reinforcement (sides, bottom, top). Determine packing method by identifying: . size; . weight; . type (i.e., fragile, refrigerated) . density; . destination; . carrier/client restrictions; . government regulations.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2274.03	package items in cartons, envelopes, shrink-wrap	Identify and select appropriate packing method considering: . distribution of weight . need for and type of filler . compatibility of items . type of items	Package items in cartons, envelopes, shrink-wrap, considering: . weight of items; . type of items (fragile); . distribution of items among cartons (compatibility of items); . filler, amount, and type required; . appropriateness of using cord, strapping, tape only.
2274.04	label/identify packages	Identify necessary labels, such as: . shipping and return address . special instructions . destination/contact person . packing slip location . number of packages in consignment Keep adequate supply of necessary labels	Label/identify packages with: . special instructions, i.e., refrigeration, fragile; . destination/contact person; . package numbers (in order); . packing slip location; . shipping and return address label.
2274.05	forward shipment to shipping department/section	Complete manifest sheet correctly Complete and attach customs declaration when applicable Affix appropriate labels and instructions Attach appropriate documents for receiver's signature when applicable	Forward shipment to shipping department/section if applicable, or if required: . contact appropriate carrier including other ministries or internal departments; . label/identify with appropriate shipping labels/ documents; . file manifest sheet; . attach appropriate documentation for receiver's signature/ID and returning for audit purposes when applicable (registered mail or courier).

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2274.06	document processed requisitions on daily log	Determine that log is completed with information, such as: . date . customer's name and address . cost centre number . destination . requisition number . carrier name . serial numbers . inventory ID numbers when applicable	Document processed requisitions on daily log by entering information, such as: . date; . customer's name and address; . destination; . requisition number; . carrier's name; . serial numbers/inventory ID number when applicable.
2274.07	advise inventory control that re-order level has been reached (if applicable)	Identify re-order point, estimate future requirements and advise inventory control by forwarding prescribed documentation Monitor, record, and forward user complaints regarding quality of goods to inventory control and/or purchasing as applicable	Advise purchasing/inventory control that re-order level has been reached by forwarding prescribed documentation of estimated needs with suggestions for change of supplies/supplier, if applicable, because of: . inferior quality; . poor delivery times; . not adhering to shipping instructions.

Ministry of Skills Development

Ontario

Gregory Sorbara, Minister

Training Module

Module Title

SHIP SUPPLIES

No.

U2275

Module Objective

INSPECT PACKAGING FOR SHIPMENT PRIOR TO CONTACTING CARRIERS IN ORDER TO ENSURE CORRECT PROCEDURES FOR LOADING, TRANSFERRING, WEIGHING, AND COMPLETING THE SHIPPING MANIFEST BEFORE ASSIGNING SHIPPING COSTS TO USER/CLIENT.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2275.01	consolidate shipments	Assemble packages by common destination and delivery schedule	Consolidate shipments by grouping packages by common destinations.
2275.02	inspect packaging	Verify goods are adequately packaged to reach destination intact Ensure packages are adequately identified to allow for delivery to proper destination point by checking: . labelling . return address . quantity . bill of lading number	Inspect packaging for: . method, . labelling, . possible damage.
2275.03	weigh/measure packages in shipment	Ensure that all individual packages/ shipments do not exceed the specified maximums by: . establishing weight by using an approved scale and/or calculation . physically measuring packages to establish exact dimensions	Weigh and measure all packages and calculate weights and dimensions of shipment.
2275.04	assign declared value to shipment	Note value of shipment as indicated on the requisition/purchase order or as declared by responsible area Declare value of shipment on bill of lading Advise supervisor if the amount exceeds the standard maximum insured coverage	Assign value to shipment based on book value as indicated on requisition and/or as advised by the responsible area.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2275.05	select mode of delivery	Determine method of delivery ensuring consignment is shipped within the acceptable time frame using the most economical method by: . consulting standing agreements . establishing degree of urgency	Select method of delivery from existing standing agreements.
2275.06	prepare shipping documents	Complete documents required, such as: . bill of lading . hazardous materials declaration . customs declaration . insurance declaration . manifest . carrier labels . special instructions	Prepare appropriate shipping documents for shipment of consignment to destination.
2275.07	contact carriers	Advise predetermined carrier of shipments that are ready for pick-up and provide details of shipment such as: . quantity . destination . weight . hazardous materials, if any . type of vehicle required - van - flat bed truck - stake truck	Contact carriers, advising of pertinent information.
2275.08	load goods and transfer to loading area	Physically load completed orders into shipping containers such as: . cages . skids/pallets (continued)	Load completed orders into shipping containers and transfer to loading area.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2275.08	(continued)	. mail bag . specialized containers Transfer containers to loading area by employing: . manpower . mechanical devices . powered equipment	
2275.09	load goods and supplies	Transfer shipment to carrier's vehicle by: . manually loading . mechanically loading and complete documentation by: . completing manifest . obtaining signature	Transfer goods and supplies to carrier and complete documentation.
2275.10	file shipping documents	Maintain and update records of shipping transactions by filing relevant forms such as: . bill of lading . packing slip . manifest	Maintain records of all shipping transactions.
2275.11	fill emergency requisitions	Check with supervisor on urgency of request Fill order immediately Deliver order if necessary	Fill emergency requisitions by: . immediately complying with request; . delivering if required.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2275.12	prepare summary shipping reports	Compile data of shipping transactions for submission to supervisor and management, including items such as: . number of shipments . number of parcels . destinations . weight ranges . carriers . dollar value	Prepare summary of statistical data relevant to shipping transactions.
2275.13	assign shipping costs to user/client	Identify end use account for direct carrier billing or cost recovery Review and verify charges incurred for shipping on behalf of user/client	Record shipping costs for the recovery/reimbursement of funds from user/client.
2275.14	notify stock control of shipment of goods	Update the inventory control records to reflect quantities withdrawn Forward signed copy of packing slip/ requisition to control office Key in information from packing slips/ requisitions to information system Update stock record cards	Notify stock control of shipment of goods using appropriate documents or procedures.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2275.15	trace missing/lost shipments or items	Initiate tracing procedures by: . advising supervisor of circumstances . verifying that shipment was made . requesting carrier to provide proof of delivery . requesting consignee to initiate search of premises Prepare and submit declaration of lost shipment	Trace missing/lost shipments or items when consignee advises shipment has not been received and, if not located, prepare claim for compensation.

Ministry of Skills Development
Ontario

Gregory Sorbara, Minister

Training Module

Module Title

RESOLVE CLIENT COMPLAINTS

No.

U2276

Module Objective

PROVIDE THE CUSTOMER/CLIENT WITH SERVICES WHICH RESOLVE COMPLAINTS.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2276.01	answer telephone	Answer telephone by: . identifying self and section . asking for type of query . relaying to competent authority or noting information for return call	Answer telephone to accommodate queries from clients and suppliers.
2276.02	identify client needs	Determine client needs by communicating with clients on a regular basis and updating information on: . average turn-around of requisitions . stock requirements Ensure accuracy of requisition/delivery Explain unavoidable deviations from or substitutions for items requested Document and advise client of back order/ stock shortages	Identify client needs by requesting information on: . time required for filling requisitions; . diversity of stock, e.g., shoe sizes; . seasonal needs; . re-order requirements.
2276.03	respond to client inquiries	Seek out relevant information by: . conducting appropriate research . identifying appropriate responses Provide client with requested information when possible Refer client to appropriate resource	Respond to client inquiries by: . answering requests when possible; . providing relevant information if possible; . referring client to appropriate source.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2276.04	advise clients on policy and procedures	Refer to the most up-to-date manual of policy and procedures Review relevant section of manual of policy and procedures	Advise clients on policy and procedures by: . consulting manual of policy and procedures; . providing the appropriate information and advice.
2276.05	resolve client complaints	Determine nature of problem Treat client with: . courtesy . tact . understanding . sympathy Consult with supervisor as necessary	Resolve client complaints by: . determining nature of problem; . consulting with supervisor as necessary; . resolving problem as applicable.
2276.06	provide exchange/return service	Inspect goods returned and identify reason for exchange, such as: . incorrect specification, e.g., size, colour . quality, e.g., faulty workmanship Consult with supervisor regarding poor quality goods Apply for adjustment where necessary Adjust inventory records to reflect change when authorization obtained	Provide exchange/return service by: . determining need for exchange; . exchanging item; . completing applicable documentation as required; . returning faulty goods to supplier; . requesting write-off authorization.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2276.07	advise consignee about shipping and delivery date/ method	Maintain up-to-date schedules and rates on carriers	Advise client of shipping information including delivery date/method by: . determining earliest and most economical method of delivery from carrier schedule; . selecting appropriate carrier; . advising client accordingly.
2276.08	notify client that requisition is ready for pick-up	Maintain appropriate current telephone listing Keep current Government of Ontario telephone directory on hand	Notify client that requisition is ready for pick-up by advising client by: . telephone, . telex, . FAX, . memo/letter, . electronic data transmission
2276.09	expedite client order	Contact supplier and request earliest possible delivery of order Advise client Deliver goods in most appropriate manner	Expedite client's (non-stock) order by: . contacting supplier and obtaining delivery particulars; . asking supplier to bring forward delivery date; . advising client accordingly. Provide delivery service by taking goods to client.
2276.10	suggest sources for non-stock items	Refer client to purchasing branch or section	Suggest sources for non-stocked items by referring client to purchasing branch/section.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2276.11	provide temporary storage for client	Examine need for storage Calculate space required Consult with supervisor Receive appropriate authorization	Provide temporary storage for client by: . examining need for temporary storage; . determining amount of space required; . determining time period; . consulting with supervisor.
2276.12	provide information to the public	Ensure that requests fall within established provincial/ministry guidelines for distribution Consult with supervisor on all other requests	Provide information to the public as to brochures/materials approved for distribution to the public. Forward all other requests for information to supervisor.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

PERFORM CLERICAL TASKS

No.

U2277

Module Objective

COMPLETE FORMS, OPERATE OFFICE EQUIPMENT, FILE REQUISITIONS AND INVENTORY REPORTS, PREPARE ACTIVITY REPORTS, AND MAINTAIN LOGS OF CHEQUES, PURCHASE ORDERS, AND PRE-NUMBERED FORMS.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2277.01	complete forms	Complete forms, such as: . requisitions/requests to purchase . stock cards . entry log by entering relevant data, including: . quantity ordered . date . quantity received . quantity backordered . quantity shipped . number of cartons in shipment . catalogue numbers	Complete forms by entering relevant data as required.
2277.02	operate duplicating equipment to photocopy documents, and calculators for stock-taking/ conversions	Operate office equipment to provide necessary: . copies for other departments, such as: - client branch - purchasing - receiving - forms design - etc. . calculation results obtained by - extensions - additions - conversions - subtractions . shipping labels	Operate office equipment, e.g., photocopier, calculator, typewriter, scriptomatic, in order to: . produce required copies for document originals; . obtain extensions/conversions for prices/quantities; . produce shipping labels.
2277.03	type labels, memos, waybills	Produce required: . labels for - shipping - mailing . waybills for shipping . memos for - warehouse (internal)	Type required labels, memos, waybills to accommodate needs of own/other departments.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2277.03	continued	- purchasing - supervisor	
2277.04	file requisitions, requests, and source documents	File the following documents: . requisitions . written requests . receiving reports . activity reports . internal supply requests . incident reports . summary reports . budget reports . financial reports . understocked item reports . back order reports in logical sequence, such as: . stock number . customer . chronologically . numerically . alphabetically as appropriate	Ensure easy access to reference information listed on requisitions or other documents by filing such documents in logical sequence.
2277.05	compile shipping, receiving and inventory reports	Collect information as listed: . quantities . value from the following documents: . receiving reports/log . waybills/manifests . inventory report	Gather statistical information from relevant documents to compile shipping, receiving and inventory reports to provide data for activity reports.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2277.06	prepare activity reports	Complete activity reports from compiled data, such as: . requisitions processed . cases/packages shipped . line items . dollar value . items ordered . items received . cases/packages received . shipping costs	Prepare activity reports from relevant compiled data.
2277.07	maintain logs of cheques, purchase orders and pre-numbered forms	Maintain audit-accepted logs for cheques, purchase orders and pre-numbered forms by adhering to the following procedures: . verifying requisition authenticity . recording document date . obtaining signature upon withdrawal . verifying number sequence	Maintain logs for cheques, purchase orders and pre-numbered forms for security purposes by documenting each transaction in accordance with policy and procedure.
2277.08	participate in department meetings	Participate in department meetings as required to: . gain understanding of new methods, procedures or equipment/supplies . discuss improvement suggestions . alleviate difficulties encountered . suggest safety precautions	Participate in department meetings to share and receive information and feedback.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

OPERATE SHIPPING/RECEIVING EQUIPMENT

No.

U2278

Module Objective

OPERATE POWERED AND NON-POWERED HAND TRUCKS, MOBILE SAFETY LADDERS, POWERED AND NON-POWERED FORK-LIFT TRUCKS, CONVEYOR SYSTEMS, FLOATING DOCK AND FREIGHT ELEVATORS, SHRINK-WRAP AND LABELLING MACHINES, TAPE AND STRAPPING MACHINES, WEIGH SCALES, POWER TOOLS, COMPUTER TERMINALS, AND MICROCOMPUTERS.

Date

September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2278.01	operate pallet trucks	Determine the principles of operation and load limitations such as: . turning radius . speed . power . load capacity . stopping/braking distance . gradability . capacity of elevator (as applicable) Determine operating procedures with respect to: . safety . speed . traffic signs and regulations . gradients . clearance . raising and lowering forks . using 3-point contact when mounting and dismounting Determine lines of communication and safety considerations with others Determine hazards and/or potential hazards when operating a pallet truck, such as: . low clearances . unbalanced loads . pedestrian traffic . road conditions . inclines . manoeuvering in tight quarters	Operate the pallet truck following procedures which shall include: . ensuring safety of self and others; . observing traffic procedures; . ensuring adequate lighting; . following designated travel route; . ensuring: - adequate clearance, - adequate floor support in work area, - adequate ventilation, - back-up alarm system operative, - braking system operative; . raising and lowering forks; . wearing seat belts (as applicable); . ensuring that weight of load and equipment does not exceed capacity of elevator; . reporting deficiencies; . reporting hazards.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2278.02	operate mobile safety ladders	Determine the principles of safe operation are followed, such as: . legs evenly displaced . wheels clear of floor . proper balance maintained . ladder positioned to ensure safe removal of materials without overreaching	Use mobile safety ladder by: . ensuring safety slip engaged; . ensuring ladder properly positioned to facilitate safe removal of materials; . ensuring safety of pedestrian traffic in area.
2278.03	operate fork-lift	Determine the principles of operation and load limitations, such as: . turning radius . speed . power . load capacity . stopping/braking distance . gradability . capacity of elevator (as applicable) Determine operating procedures with respect to: . safety . speed . traffic signs and regulations . gradients . clearance . raising/lowering/tilting forks . using 3-point contact when mounting and dismounting Determine lines of communication and safety considerations with others Determine hazards and/or potential hazards when operating a pallet truck, such as: . low clearances . unbalanced loads (continued)	Operate the fork-lift following procedures which shall include: . ensuring safety of self and others; . observing traffic procedures; . ensuring adequate lighting; . following designated travel route; . selecting correct gear and speed for vehicle travel: - on level, - downgrade, - upgrade; . ensuring: - adequate clearance, - adequate floor support in work area, - adequate ventilation, - back-up alarm system operative, - braking system operative; . reporting any deficiencies; . raising, lowering, and tilting forks; . wearing seat belts (as applicable); . ensuring that weight of load and equipment does not exceed capacity of elevator (as applicable);

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2278.03	(continued)	. pedestrian traffic . road conditions . gradients . manoeuvering in tight quarters Chocking wheels of vehicles to be entered in order to restrict movement	. ensuring that vehicle to be entered is properly secured (movement restricted).
2278.04	operate hand-pump trucks/ dollies/flat trucks	Determine the principles of operation and load limitations, such as: . turning radius . load capacity . stopping distance . gradability Determine operating procedures with respect to: . safety . speed . traffic signs and regulations . gradients . clearance . brakes Determine lines of communication and safety considerations with others Determine hazards and/or potential hazards when operating hand-pump trucks/dollies/ flat trucks, such as: . low clearances . unbalanced loads . pedestrian traffic . gradients . manoeuvering in tight quarters	Operate hand-pump trucks/dollies/ flat trucks following procedures which shall include: . ensuring safety of self and others; . observing traffic procedures; . ensuring adequate lighting; . following designated travel routes; . ensuring: - adequate clearance, - adequate floor support in work area.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2278.05	operate conveyor system	Determine operating procedures with respect to: . ensuring conveyor system is safe and clear before operating . placing goods properly on conveyor . ensuring goods placed on conveyor do not exceed capacity and clearance limitations . being properly attired to avoid accidental entanglement	Demonstrate the proper use of conveyor system following procedures which shall include: . ensuring safety of self and others; . wearing protective equipment; . wearing proper clothing (not loose or torn).
2278.06	operate floating dock and freight elevators	Determine the principles of operation and load limitations, such as: . ensuring goods placed in elevator or dock do not exceed capacity and clearance limitations . ensuring level of dock is in line with vehicle to be on/off-loaded . ensuring level of elevator is in line with the floor	Demonstrate the proper operation of floating dock and freight elevator following procedures which shall include: . ensuring safety of self and others; . wearing protective equipment; . wearing protective clothing.
2278.07	operate shrink-wrap machine	Determine the principles of operation of shrink-wrap equipment by: . observing safety precautions as outlined in operating manual . ensuring proper attire to avoid operational entanglement or injury . selecting weight and size of film to be used . ensuring characteristics of material used allow for safe shrink-wrapping	Demonstrate the proper operation of shrink-wrap machine using procedures which shall include: . ensuring safety of self; . wearing proper clothing (not loose or torn); . wearing proper equipment; . wearing protective clothing; . ensuring proper shrink-wrap film is used.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2278.08	operate labelling machine	Determine operating procedures as outlined in the instruction manual, such as: . preparing stencil/setting type . maintaining ink supply . inserting labelling material	Demonstrate the proper operation of labelling machine using specified procedures.
2278.09	operate gum-tape machine	Familiarize self with principles of operation contained in operator's manual which include: . loading/unloading machine . maintenance . daily/weekly/monthly pre-operating checks	Demonstrate the proper operation of gum tape machine using procedures which include: . ensuring safety of self and others; . wearing protective clothing.
2278.10	operate strapping/tying machine	Determine specifications/requirements of job and safety precautions to be observed which may include: . wearing protective gloves . wearing protective glasses Determine the type of strapping to be used	Demonstrate the proper operation of strapping/tying machine using procedures which include: . ensuring safety of self and others; . wearing protective equipment; . ensuring proper method of strapping/tying.
2278.11	operate weigh scale	Determine operating procedures with respect to: . ensuring scale is clear before using . placing goods properly on scale . ensuring goods do not exceed capacity of scale . ensuring proper attire in protective clothing/equipment . balancing the machine	Demonstrate the proper use of weigh scale following procedures which may include: . ensuring safety of self and others; . using protective clothing and equipment.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2278.12	operate electronic mailing system	Determine operating procedures as outlined in the operator's manual, such as: . operating service - tape - ink . keying in accounts . producing waybill vouchers . selecting carrier by cost comparison . producing accumulative summation of shipping transactions	Demonstrate the proper use of mailing system following specified procedures.
2278.13	select/operate hand or power tools	Identify tools, materials and safety equipment, such as: . hammer . saw . drill . pliers . stapler . wrench . crowbar . screwdriver . spanner . knife . grease gun . miscellaneous maintenance devices - safety gloves - safety glasses - safety hat Determine precautions to be taken when using tools and protective equipment	Demonstrate proper use of hand/power tools including: . wearing protective equipment; . working within personal limitations; . working within limitations of tools; . ensuring proper lighting and ventilation; . ensuring no damage to self or equipment; . turning on tool (as applicable); . turning off tool (as applicable); . returning tool to proper location.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2278.14	operate computer terminal/ microcomputer	Determine operating procedures as outlined in the instruction manual, such as: . booting system using - operating system disk - program disk as necessary . following program menu	Operate computer terminal/ microcomputer following established procedures.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

INSPECT AND MAINTAIN MATERIAL HANDLING EQUIPMENT. PERFORM AND DOCUMENT MINOR REPAIRS

No.

U2279

Module Objective

INSPECT AND MAINTAIN MATERIAL HANDLING AND PACKAGING EQUIPMENT. PERFORM AND DOCUMENT MINOR REPAIRS.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2279.01	inspect material handling equipment	Perform established daily safety checks and pre-operational tests as per: . manufacturers' recommendations . internal procedures . Ontario Health and Safety Act . any other applicable regulations/standards	Inspect material handling equipment by: . performing established daily safety checks; . performing pre-operational test per established procedures; . reporting maintenance/repair requirements to supervisor.
2279.02	clean/lubricate material handling and packaging equipment	Clean/lubricate material handling and packaging equipment using appropriate, prescribed lubricants and cleaning solutions, polishes, waxes, etc., ensuring that warranty and maintenance schedules and specifications are adhered to Document task completed by: . logging . dating . initialling/signing	Clean/lubricate material handling and packaging equipment by: . referring to manufacturers' schedules such as warranty schedules for cleaning and lubricating; . following all other maintenance schedules provided or deemed necessary, e.g., peak workload.
2279.03	perform minor repairs to material handling equipment	Perform minor repairs to material handling equipment by: . ensuring that warranty coverage not applicable . repairing equipment in accordance with accepted procedures and regulations, such as: - Ontario Health and Safety Act - manufacturers' guidelines . performing applicable tests to ensure repairs done effectively	Perform minor repairs to material handling equipment, such as: . tightening loose bolts/nuts, . fixing flat tire; if trained to do so. If not obtain trained help, ensuring that warranties have expired prior to staff performing minor repairs.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2279.04	replace propane gas tanks on equipment	Replace propane gas tanks on equipment by following prescribed procedures	Replace propane gas tanks on equipment by: . obtaining services of qualified/ licensed operator; . following prescribed procedures to ensure: - safety of operator, - safety of personnel, - safety of workplace, - safety of equipment; . ensuring proper functioning of the equipment.
2279.05	replenish/recharge batteries for material handling equipment	Review manual on recharging procedures Move machine to designated area for recharging Insert plug into receptacle of recharging unit ensuring that plug and receptacle are free of dirt and/or obstacles Check to ensure that recharging indicator is lit Adhere to applicable guidelines, such as: . manufacturers' specifications . Ontario Health and Safety Act	Replenish/recharge batteries for material handling equipment by: . moving equipment to designated recharging area; . ensuring water level in battery is sufficient, topping up as required; . ensuring that charger plug is clean; . plugging equipment into recharging unit as per instruction manual and ensuring that recharging light is on; . unplugging equipment prior to use, ensuring that all wires are safely stored.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2279.06	document maintenance performed on material handling equipment	Complete individual log or card to document maintenance on material handling equipment	Document maintenance performed on material handling equipment by: . completing appropriate log or card; . ensuring log/card is maintained up to date and accurate; . refiling log/card in designated location/sequence, including documents as necessary; . ensuring all appropriate details are logged, including: - date, - problem, - repair cost, - etc.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

CONTROL STOCK

No.

U2280

Module Objective

MAINTAIN PHYSICAL FACILITY, CONDUCT PHYSICAL INVENTORY IDENTIFYING DISCREPANCIES, REPLENISHING, RELOCATING, RESTACKING, AND REPACKAGING STOCK.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2280.01	request suspension of transactions on items under review	Request supervisor initiate the suspension of stores operations for the stock-taking duration	Consult with supervisor and request suspension of normal stores activities. Inform clients about stock-taking activities and the closure of stores for a specified duration of time.
2280.02	obtain inventory checklist	Request checklist/printout at least one month before scheduled physical inventory Check list for accuracy of: . categories . stock numbers . descriptions . units	Request inventory checklist/printout from asset control section.
2280.03	count stock, record quantities, and return signed checklist to inventory control	Repack stock into complete and appropriate units to facilitate counting Combine identical stock into one area where possible, to facilitate counting Advise counters on: . location . units . alternative location(s) where applicable Record quantities on: . inventory listing/printout . stock itself Sign checklist and return to inventory control immediately	Count stock by: . preparing items: - combine to complete units, - organize to facilitate easy counting; . physically checking quantities by designated units (e.g., units of boxes of 10); . recording count in a prescribed manner on: - inventory listing/printout, - stock itself; . verifying accuracy of physical count in prescribed manner; . returning signed checklist to inventory control.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2280.04	take inventory of all supplies, stock and equipment	Take inventory to determine necessary replenishment for all stock items and supplies such as: . stationery supplies - pens - pencils - staples - file folders - writing/message pads - photocopier supplies - ribbons - tapes - etc. . packaging materials - tapes - cartons - shrink-wrap film - wrapping paper - bags - cutters - blades - strapping bands/seals - etc. . first aid supplies - band-aids - ointments - bandages - etc.	Take inventory of internal supplies at regular intervals for all stock items and operating supplies.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2280.05	document, investigate and reconcile discrepancies	Check accuracy of physical count against master list/bin card Record discrepancy in the prescribed manner Recount all stock with discrepancies Check stock records if discrepancy persists	Check for accuracy of physical count by: . comparing actual count against local stores as shown on bincard/ printout; . documenting any discrepancies. Investigate discrepancies by: . recounting; . checking stock records if recount fails to resolve discrepancies.
2280.06	request an adjustment	Provide supervisor with all supporting: . documents . analyses as necessary	Request supervisor to apply to appropriate authority for adjustment/write-off by: . providing supporting documentation; . explaining reconciliation attempt; . submitting other documentation/ analysis as required.
2280.07	adjust inventory after approval for adjustment received and/or entry/access to computerized system obtained	Adjust all inventory records and/or computerized system as required File approval appropriately	Obtain approval for adjustment from authority for: . adjustment, . write-off. Initial/sign and date forms/ records.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2280.08	requisition internal supplies	Replenish internal supplies by: . generating requisition to purchase . generating stores requisition . placing inter-ministry order for first aid supplies . placing external order for some packaging materials . obtaining necessary authorization	Requisition internal supplies for replenishment purposes and obtain necessary approvals.
2280.09	replenish stock	Move stock from bulk areas to respective stock withdrawal locations, such as: . racks . shelves . designated floor space sectors . bins/trays Utilize the appropriate material handling equipment, i.e.: . fork-lifts . power pallet trucks . hydraulic lift trucks . hand carts . platform trucks	Replenish stock for withdrawal purposes using appropriate material handling equipment.
2280.10	repackage stock	Repackage stock by: . assembling cartons on skid . stocking shelves with contents of cartons . binding loose material together and marking quantity . replacing/repairing damaged packaging - cartons - bins - shrink-wrap - bags - trays	Repackage bulk stock by: . conforming with space availability; . assembling in units of issue; . replacing/repairing damaged packaging material.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2280.11	relocate and restack stock (when necessary)	Relocate/restack stock by: . using appropriate material handling equipment - fork-lifts - power pallet trucks - hydraulic lift trucks - hand carts - platform trucks . removing stock from existing storage location . restacking stock in newly designated storage area . rotating stock to comply with shelf-life or expiry date	Relocate/restack stock by: . utilizing appropriate equipment; . moving stock from existing to designated new storage areas; . rotating stock; . placing identical stock in one place.
2280.12	spot check inventory	Conduct spot check on specific stock items by: . obtaining a physical count of stock . comparing to stock level recorded on stock card and/or computerized inventory system . reporting discrepancies to asset control . providing actual counts to stock control for comparison to computerized inventory system	Maintain an updated inventory by periodic spot checks for: . high turnover items, . material subject to "shrinkage". Initial (where applicable) that stock has been verified.
2280.13	check for damaged stock	Conduct a visual check for: . damaged cartons/containers . collapsed shelving . water damage . heat damage	Check for damaged stock by visual inspection of same.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2280.14	update stock control card/ computer file	Update stock card/computer screen by: . accessing correct screen/stock control card . entering transaction from document to card/screen (e.g., reconciliation, write-off, deletion)	Update stock control card/computer screen by: . procuring pertinent document for transaction; . determining the type of adjustment; . entering necessary changes.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

MAINTAIN PHYSICAL FACILITY

No.

U2281

Module Objective

CONDUCT CHECKS/INSPECTIONS OF PHYSICAL FACILITY TO ENSURE THAT THE WAREHOUSE FACILITIES ARE KEPT IN GOOD REPAIR.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2281.01	perform housekeeping duties	Engage in housekeeping tasks to ensure that warehouse/store is tidy and clean and that equipment is maintained in good condition by: . checking . cleaning/lubricating . adjusting . calibrating . repairing any of the following equipment: . tape dispensers . banding/strapping machines . shrink-wrappers . labelling machines . weigh scales . hand trucks . hydraulic pump trucks	Perform housekeeping tasks such as: . clearing/cleaning work station; . maintaining equipment in functional condition.
2281.02	inspect pallets, shelves, materials and packages for damage	Inspect facilities and report to the appropriate authority any of the following observations: . damaged skids . loose/overloaded shelving/racking . cracked/damaged storage cases/containers and materials	Conduct inspection of pallets, shelves, and cases for damage in order to: . maintain safe storage of stock; . prevent injury/damage to personnel/equipment.
2281.03	inspect plant/building	Conduct inspection of premises by checking the following: . windows . walls . floors . ceilings . lights . any apparent safety hazards	Conduct inspection of plant/ building by observing any required repairs and relaying this information to the appropriate authority.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2281.04	repair pallets and shelves	Perform repairs to damaged pallets and shelves with the required tools/hardware, such as: . saw . hammer . wrench . screwdriver . pliers . crowbar . nails . nuts . bolts . screws	Restore to functional condition pallets and shelves in need of repair by selecting appropriate tools and hardware required.
2281.05	erect shelving/racking	Assemble shelving/racking with the use of the following tools, hardware, and safety equipment: . hacksaw . hammer . wrench . drill and bits . screwdriver . pliers . vise grips . nuts . bolts . screws . hardhat . safety shoes . work gloves	Erect additional shelving/racking to accommodate increased storage requirements by: . ensuring availability of required material; . selecting appropriate tools and safety equipment.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2281.06	dispose of surplus skids, boxes, packing materials	Remove from work area any surplus packing materials, such as: . skids . cartons . strapping . wires . shrink-wrap film . wrapping paper Segregate by type, secure and arrange for pick-up and disposal	Maintain a safe, clean and orderly work place and arrange for disposal of surplus skids, boxes and packing materials by: . collecting, bundling, securing; . arranging for transport of such material to disposal site.

Ministry of Skills Development
Ontario

Gregory Sorbara, Minister

Training Module

Module Title

MAINTAIN SAFETY AND SECURITY SYSTEMS

No.

U2282

Module Objective

MAINTAIN SAFETY AND SECURITY SYSTEMS BY MEANS OF PROTECTIVE CLOTHING, SECURE ACCESS/EXITS, ENFORCED FIRE REGULATIONS, SAFETY INSPECTIONS, SAFE STACKING HEIGHTS, EFFECTIVE ALARM SYSTEMS, AND BY APPLYING THE PRINCIPLES OF THE OCCUPATIONAL HEALTH AND SAFETY ACT (OHSA).

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2282.01	wear protective clothing	Distribute and/or post health and safety regulations Request purchase of required safety clothing through supervisor	Wear protective clothing as required in order to physically protect oneself and adhere to Ontario Health and Safety Act regulations.
2282.02	secure access points	Be aware of existing security policies and regulations	Secure access points by ensuring security policies are followed.
2282.03	control access to designated areas	Be aware of existing pertinent rules and regulations	Control access to designated areas by ensuring that policies and procedures of individual area/ facility are followed.
2282.04	enforce safety/security policies and procedures	Post and/or circulate the pertinent policies and procedures as outlined in: . memos . procedure manuals Post safety/security related signs Keep log of key distribution Maintain a record of all persons having access to area	Enforce safety/security policies and procedures by ensuring other staff follow existing safety/security policies and procedures.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2282.05	enforce fire regulations	Post and/or circulate necessary memos, directives, policies, and procedures pertaining to fire regulations Identify locations of: . fire exits . fire extinguishers . fire alarm stations	Enforce fire regulations by making other staff aware of: . existing fire regulations; . fire exits; . fire extinguishers; . fire alarm stations.
2282.06	operate fire extinguishers	Procure necessary training from qualified advisors/training officers	Operate different types of fire extinguishers according to type of fire to be contained.
2282.07	provide first aid	Requisition adequate supplies Post and/or distribute pertinent rules and regulations Make available funds for specified courses	Provide first aid by: . ensuring first aid boxes are complete and their location is known; . being aware of branch/facility policy and procedures; . making available St. John's Ambulance basic first aid course and retraining or upgrading as required.
2282.08	complete Workers' Compensation Board report	Identify all pertinent facts, such as: . date and time of occurrence . condition contributing to occurrence . witnesses . immediate injuries	Complete Workers' Compensation Board report by ensuring all pertinent information is provided in specified time frame.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2282.09	interpret Occupational Health and Safety Act	Access the Act and determine which sections apply to workplace	Interpret Occupational Health and Safety Act by defining and carrying out those sections of the Act which directly relate to the workplace in question.
2282.10	conduct safety inspections	Identify safety hazards and determine what course of action should be followed Document noted hazards	Conduct safety inspections looking for potential safety hazards, including: . stock in aisles; . inadequate lighting. Report hazards which need immediate attention, such as: . spillage; . loose electrical wires.
2282.11	clear aisles	Identify designated aisle areas Remove impediments	Clear and keep clear designated areas.
2282.12	enforce stacking height and weight restrictions	Determine stacking capability taking into consideration: . carton structure . contents/packaging . health regulations . fire regulations . Occupational Health and Safety Act . accident prevention	Enforce stacking height and weight restrictions according to: . manufacturers' specifications; . fire restrictions; . equipment available; . physical/structural characteristics of building; . acts, regulations, and and ministry/branch directives.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2282.13	segregate commodities which can be: . contaminated/contaminating . hazardous . volatile . flammable	Establish conditions for storing/holding commodities requiring special needs Interpret pertinent rules and regulations as required	Segregate commodities which are classified as: . contaminated/contaminating, . hazardous, . volatile, . explosive, . flammable, . explosive, according to manufacturers', government, and ministry regulations, policies and procedures.
2282.14	determine need for pest control according to use of building	Determine need for pest control based on: . age of building . use of building, e.g.: - warehouse - institution . physical location of stores area . change of local environment, e.g.: - nearby new construction - plumbing problems . seasonal changes	Determine need for pest control according to: . use of building; . seasonal changes; . environmental changes; . building factors. Determine additional one-time emergency control requirement.
2282.15	request security personnel to activate/deactivate alarm systems	Follow procedures as determined by ministry/branch	Request security personnel to activate/deactivate alarm systems according to ministry/branch procedures.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2282.16	report breaches of security to supervisor	Identify: . breach of security . potential consequences of non-action . action required to restore security	Report breaches of security to supervisor documenting damage and/or loss.
2282.17	notify supervisor of safety violations	Identify: . safety violations . potential consequences of non-action . action required to adhere to safety regulations, acts, directives	Notify supervisor of safety violations, documenting facts as known and consequences.

Ontario Ministry of Skills Development

Gregory Sorbara, Minister

Training Module

Module Title

SUPERVISE SUPPLY STAFF BY ACTING FOR SUPERVISOR DURING ABSENCES

No.

U2283

Module Objective

SUPERVISE SUPPLY STAFF BY ASSIGNING WORK LOADS, SETTING PRIORITIES, CONDUCTING TRAINING/ PERFORMANCE APPRAISALS AND, IF NECESSARY, GIVING VERBAL WARNING OF SUB-STANDARD PERFORMANCE WHICH MUST BE COMMUNICATED TO SUPERVISOR.

Date September, 1987

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2283.01	set priorities and assign work load	Determine work to be done: . priorities . skills and equipment required . available staff Estimate time required Match staff and their skills to work to be done	Set priorities and assign workload by: . estimating time frame; . determining available staff and assessing skills of each; . selecting qualified staff for specific tasks.
2283.02	monitor staff performance	Ensure work is completed according to established procedure: . in logical order . in safe manner . using suitable tools and equipment according to manufacturers' specifications . using protective clothing/ equipment where applicable . considering time/task	Monitor staff performance to ensure work is completed: . according to approved procedure; . safely; . within time assigned.
2283.03	notify supervisor of performance problems	Identify performance problem	Verbally notify supervisor of performance problems.
2283.04	provide input to performance appraisal	Determine procedures and performance standards Observe and record work methods of individual/group Document staff performance	Provide input to performance appraisals by: . observing and keeping up-to-date records of individual/group performance according to established standards; . reporting to supervisor.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2283.05	train new/temporary help	Provide relevant: . job specifications . procedure manuals . personnel policies . health and safety standards . organization charts as available Arrange personal tour and introductions Select appropriate staff to provide on-the-job training Monitor and talk to new staff	Train new/temporary help by: . defining: - reporting structure, - work schedules, - work conditions, - health and safety standards, - overall objectives of department and organization, - performance expectations; . explaining physical layout of work area; . introducing to staff; . assigning to appropriate staff for on-the-job training; . reviewing performance.
2283.06	provide direction to warehousing/stores staff	Circulate and post operating procedures Assign appropriate staff for on-the-job training	Provide direction to warehousing/ stores staff by: . explaining day-to-day operations; . reviewing procedures; . providing on-the-job training.
2283.07	provide input to the planning process	Provide effective two-way communication with staff	Provide input to the planning process by listening and noting suggestions of line staff with regards to: . physical layout of work area; . scheduling; . procedures; . work assignments; . etc.

No.	Task To be able to:	Enabling Objectives	Terminal Performance Objective(s) Minimum acceptable standard(s)
2283.08	give verbal warning on unsatisfactory performance	Explain proper procedures and conduct	Give verbal warning on unsatisfactory performance by citing specific performance in detail.
2283.09	advise supervisor of employee illness or injury	Listen to staff complaints of illness or injury	Advise supervisor of employee illness or injury by being aware of staff absences or injury.
2283.10	recommend new products or procedures for warehouse stores	Attend trade shows Read trade magazines Discuss new procedures and products with other warehouse personnel and purchasing officers	Recommend new products or procedures for warehouse stores by: . providing feedback to supervisor on how procedures can be improved; . keeping up to date on new products on market.

DACUM/COMPETENCY CHART
WAREHOUSING OCCUPATIONS

Ministry of Skills Development
Ontario

AREAS OF COMPETENCY ▼ ◀ SKILLS ▶

AREAS OF COMPETENCY																	
01 RECEIVE SUPPLIES	0101 ASSEMBLE/UPDATE FILE OF PURCHASE DOCUMENTS/ REQUISITIONS	0102 VERIFY LOCATION/ OWNERSHIP	0103 UNLOAD GOODS/ SUPPLIES	0104 VERIFY THAT QUANTITY AGREES WITH BILL OF LADING	0105 INSPECT PACKAGING FOR DAMAGE	0106 VERIFY THAT GOODS MEET TERMS OF ACQUISITION	0107 NOTIFY SUPERVISOR OF DAMAGE OR DISCREPANCIES	0108 RETURN UNACCEPTABLE GOODS	0109 PREPARE DOCUMENTATION FOR ACCEPTED GOODS	0110 IDENTIFY STOCK/ NON-STOCK ITEMS	0111 OBTAIN RELEASE FOR NON-STOCK ITEMS	0112 OBTAIN RELEASE FOR STOCK ITEMS	0113 FORWARD GOODS TO BE PLACED IN STOCK	0114 NOTIFY STOCK CONTROL OF RECEIPT OF GOODS			
02 RECORD INVENTORY RECEIPTS/WITHDRAWALS	0201 ESTABLISH A STOCK CONTROL CARD/COMPUTER SCREEN	0202 ADD GOODS RECEIVED TO INVENTORY CARDS/ COMPUTER SYSTEM	0203 COLLECT LISTS OF GOODS ON BACK ORDER FOR EACH ITEM	0204 NOTE ITEMS TO BE RETURNED FOR CREDIT	0205 CHECK REQUISITIONS FOR REQUIRED INFORMATION	0206 ENTER WITHDRAWALS FROM STOCK AND SUBMIT REORDER NOTICE IF APPLICABLE	0207 INSERT RE-ORDER CARD	0208 IDENTIFY OBSOLETE STOCK	0209 ADJUST STOCK LEVEL BY RECORDING APPROVED WRITE-OFF	0210 ARCHIVE INFORMATION ON DELETED/OBSOLETE STOCK ITEMS	0211 UPDATE MASTER INVENTORY LIST	0212 RECONCILE INVENTORY DISCREPANCY	0213 PREPARE INVENTORY REPORTS	0214 DISTRIBUTE COMPLETED INVENTORY REPORTS			
03 REPACK, SECURE, AND STORE STOCK	0301 REPACK STOCK	0302 LABEL AND DATE STOCK PRIOR TO STORING	0303 IDENTIFY TYPE OF STORAGE AND STOCK LOCATION	0304 STORE NEW STOCK AND ROTATE EXISTING STOCK AS APPLICABLE	0305 LOAD/STACK STACKING CAGES AND PALLETS (IN-HOUSE PALLETS AND CAGES)	0306 SECURE STACK IN PLACE	0307 ADVISE INVENTORY CONTROL OF STOCK LOCATIONS	0308 INDICATE STOCK IN ALTERNATIVE LOCATION									
04 PROCESS REQUISITIONS AND ASSEMBLE ORDERS	0401 CHECK AUTHORIZING SIGNATURE ON REQUISITION	0402 VERIFY COMPLETENESS OF REQUISITION	0403 LOG IN REQUISITIONS (NUMBER, ITEM)	0404 ASSIGN PRIORITY TO REQUISITIONS	0405 INTERPRET REQUISITION FOR OBSOLETE, UNIQUE, AND NON-STOCKED ITEMS	0406 DRAW ITEMS FROM STOCK	0407 RECORD CHANGES TO INVENTORY ON STOCK CARD	0408 ADVISE INVENTORY CONTROL OF DISCREPANCIES	0409 INDICATE STOCK AVAILABLE AND AMOUNT BACKORDERED	0410 NOTIFY REQUISITIONER OF STATUS OF REQUEST	0411 INSPECT ITEMS FOR QUANTITY AND QUALITY	0412 RECTIFY ERRORS OCCURRING BETWEEN DRAW AND REQUISITION	0413 SIGN AND DATE REQUISITION INDICATING CORRECTNESS OF ASSEMBLED ORDER				
05 PACK ORDERS	0501 ASSEMBLE ITEMS FOR PACKAGING	0502 MAKE UP CARTONS	0503 DETERMINE PACKING METHOD	0504 PACKAGE ITEMS IN CARTONS, ENVELOPES, SHRINK WRAP	0505 LABEL/IDENTIFY PACKAGES	0506 FORWARD SHIPMENT TO SHIPPING	0507 DOCUMENT PROCESSED REQUISITIONS ON DAILY LOG	0508 ADVISE INVENTORY CONTROL THAT RE-ORDER LEVEL HAS BEEN REACHED (IF APPLICABLE)									
06 SHIP SUPPLIES	0601 CONSOLIDATE SHIPMENTS	0602 INSPECT PACKAGING	0603 WEIGH/MEASURE SHIPMENT	0604 ASSIGN DECLARED VALUE TO SHIPMENT	0605 SELECT MODE OF DELIVERY	0606 PREPARE SHIPPING DOCUMENTS	0607 CONTACT CARRIERS	0608 LOAD GOODS AND TRANSFER TO LOADING AREA	0609 LOAD GOODS AND SUPPLIES	0610 FILE SHIPPING DOCUMENTS	0611 FILL EMERGENCY REQUISITIONS	0612 PREPARE SUMMARY SHIPPING REPORTS	0613 ASSIGN SHIPPING COSTS TO USER/ CLIENT	0614 NOTIFY STOCK CONTROL OF SHIPMENT OF GOODS	0615 TRACE MISSING/ LOST SHIPMENTS OR ITEMS		
07 RESOLVE CLIENT COMPLAINTS	0701 ANSWER TELEPHONE	0702 IDENTIFY CLIENT NEEDS	0703 RESPOND TO CLIENT INQUIRIES	0704 ADVISE CLIENTS ON POLICY AND PROCEDURES	0705 RESOLVE CLIENT COMPLAINTS	0706 PROVIDE EXCHANGE/RETURN SERVICE	0707 ADVISE CONSIGNEE ABOUT SHIPPING AND DELIVERY DATE/METHOD	0708 NOTIFY CLIENT THAT REQUISITION IS READY FOR PICK UP	0709 EXPEDITE CLIENT ORDER	0710 SUGGEST SOURCES FOR NON-STOCKED ITEMS	0711 PROVIDE TEMPORARY STORAGE FOR CLIENT	0712 PROVIDE INFORMATION TO THE PUBLIC					
08 PERFORM CLERICAL TASKS	0801 COMPLETE FORMS	0802 OPERATE REPRO-GRAPHIC EQUIPMENT AND CALCULATORS	0803 TYPE/KEYBOARD LABELS, MEMOS, WAYBILLS	0804 FILE REQUISITIONS, REQUESTS, AND SOURCE DOCUMENTS	0805 COMPILE SHIPPING, RECEIVING, AND INVENTORY REPORTS	0806 PREPARE ACTIVITY REPORTS	0807 MAINTAIN LOGS OF CHEQUES, PURCHASE ORDERS, AND PRE-NUMBERED FORMS	0808 PARTICIPATE IN DEPARTMENT MEETINGS									
09 OPERATE SHIPPING/ RECEIVING EQUIPMENT	0901 OPERATE PALLET TRUCKS	0902 OPERATE MOBILE SAFETY LADDERS	0903 OPERATE FORK-LIFT	0904 OPERATE HAND-PUMP TRUCKS/DOLLIES/ FLAT TRUCKS	0905 OPERATE CONVEYOR SYSTEM	0906 OPERATE FLOATING DOCK AND FREIGHT ELEVATORS	0907 OPERATE SHRINK-WRAP MACHINE	0908 OPERATE LABELLING MACHINE	0909 OPERATE GUM-TAPE MACHINE	0910 OPERATE STRAPPING/ TYING MACHINE	0911 OPERATE WEIGH SCALE	0912 OPERATE ELECTRONIC MAILING SYSTEM	0913 SELECT/OPERATE HAND OR POWER TOOLS	0914 OPERATE COMPUTER TERMINAL/ MICROCOMPUTER			
10 INSPECT, MAINTAIN, AND DOCUMENT MINOR REPAIRS TO MATERIAL HANDLING EQUIPMENT	1001 INSPECT MATERIAL HANDLING EQUIPMENT	1002 CLEAN/LUBRICATE MATERIAL HANDLING AND PACKAGING EQUIPMENT	1003 PERFORM MINOR REPAIRS TO MATERIAL HANDLING EQUIPMENT	1004 REPLACE PROPANE GAS TANKS ON EQUIPMENT	1005 REPLENISH/ RECHARGE BATTERIES FOR MATERIAL HANDLING EQUIPMENT	1006 DOCUMENT MAINTENANCE PERFORMED ON MATERIAL HANDLING EQUIPMENT										
11 CONTROL STOCK	1101 REQUEST SUSPENSION OF TRANSACTIONS ON ITEMS UNDER REVIEW	1102 OBTAIN INVENTORY CHECKLIST	1103 COUNT STOCK, RECORD QUANTITIES, AND RETURN SIGNED CHECKLIST TO INVENTORY CONTROL	1104 TAKE INVENTORY OF INTERNAL SUPPLIES	1105 DOCUMENT, INVESTIGATE, AND RECONCILE DISCREPANCIES	1106 REQUEST AN ADJUSTMENT	1107 ADJUST INVENTORY AFTER APPROVAL FOR ADJUSTMENT RECEIVED	1108 REQUISITION INTERNAL SUPPLIES	1109 REPLENISH STOCK	1110 REPACKAGE STOCK	1111 RELOCATE AND RESTACK STOCK (WHEN NECESSARY)	1112 SPOT CHECK INVENTORY	1113 CHECK FOR DAMAGED STOCK	1114 UPDATE STOCK CONTROL CARD/ SCREEN			
12 MAINTAIN PHYSICAL FACILITY	1201 PERFORM HOUSEKEEPING DUTIES	1202 INSPECT PALLETS, SHELVES, AND CASES FOR DAMAGE	1203 INSPECT PLANT/ BUILDING	1204 REPAIR PALLETS AND SHELVES	1205 ERECT SHELVING/ RACKING	1206 DISPOSE OF SURPLUS PACKING MATERIALS											
13 MAINTAIN SAFETY AND SECURITY SYSTEMS	1301 WEAR PROTECTIVE CLOTHING	1302 SECURE ACCESS POINTS	1303 CONTROL ACCESS TO DESIGNATED AREAS	1304 ENFORCE SAFETY/ SECURITY POLICIES AND PROCEDURES	1305 ENFORCE FIRE REGULATIONS	1306 OPERATE FIRE EXTINGUISHERS	1307 PROVIDE FIRST AID	1308 COMPLETE WORKERS' COMPENSATION BOARD REPORT	1309 INTERPRET OCCUPATIONAL HEALTH AND SAFETY ACT	1310 CONDUCT SAFETY INSPECTIONS	1311 CLEAR AISLES	1312 ENFORCE STACKING HEIGHT AND WEIGHT RESTRICTIONS	1313 SEGREGATE COMMODITIES WHICH CAN BE CONTAMINATED/ CONTAMINATING, HAZARDOUS, VOLATILE, FLAMMABLE	1314 DETERMINE NEED FOR PEST CONTROL ACCORDING TO USE OF BUILDING	1315 REQUEST SECURITY PERSONNEL TO ACTIVATE/ DEACTIVATE ALARM SYSTEMS	1316 REPORT BREACHES OF SECURITY TO SUPERVISOR	1317 NOTIFY SUPERVISOR OF SAFETY VIOLATIONS
14 SUPERVISE SUPPLY STAFF BY ACTING FOR SUPERVISOR DURING ABSENCES	1401 SET PRIORITIES AND ASSIGN WORK LOAD	1402 MONITOR STAFF PERFORMANCE	1403 NOTIFY SUPERVISOR OF PERFORMANCE PROBLEMS	1404 PROVIDE INPUT TO PERFORMANCE APPRAISAL	1405 TRAIN NEW/ TEMPORARY HELP	1406 PROVIDE DIRECTION TO WAREHOUSING/ STORES STAFF	1407 PROVIDE INPUT TO THE PLANNING PROCESS	1408 GIVE VERBAL WARNING ON UNSATISFACTORY PERFORMANCE	1409 ADVISE SUPERVISOR OF EMPLOYEE ILLNESS OR INJURY	1410 RECOMMEND NEW PRODUCTS OR PROCEDURES FOR WAREHOUSE/STORES							

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